

**U.S Environmental Protection Agency
ERT Field Information Management Application Support**

**Statement of Work
ATTACHMENT 1**

1. Background

The Environmental Response Team was established in 1979 by mandate of the National Contingency Plan as a part of the Special Forces to pursue a mission of response to environmental episodes, technical innovation and technical consultation related to the field of hazardous materials control. Consistent with this mission, the ERTC has routinely explored new technologies. As computer technology developed, automated systems were increasingly integrated into virtually all technical fields. Recognizing the value of this important class of tools, the ERTC developed the capability to identify and employ commercial computer-based tools related to environmental technology areas and to develop new software tools when appropriate.

The purpose of this task is to develop computer-based tools to support the technical missions of the Environmental Response Team in the areas of hazardous materials control and environmental assessments. Scientific software applications will be developed as required to satisfy the needs that are identified by the Environmental Response Team in the areas of emergency response, field investigations support, technical data capture, technical data management, data analysis and other related activities. These applications will range from small instrument-specific data capture utilities to data management tools involving data from a variety of sources. Applications will be developed for all platforms from hand-held personal data assistant (PDAs), to desktop and portable workstations, to larger server-based tools and web-based applications. All software applications developed will be fully supported and application user training will be provided as required. Development of software applications in all of these areas will be consistent with the needs of the Environmental Response Team which will vary with the focus (orientation) of the Environmental Response Team missions.

Some of the ERT applications in production include:

- Scribe is a mature desktop application designed to capture field sampling and monitoring data along with the meta-data that is required to interpret and use this data for decision support.
- Scribe.NET is a (service oriented) publish/subscription service for enabling a connected system of Scribe clients and distributed systems. Scribe.NET uses Web services to connect Scribe clients and other distributed systems including Enterprise Tools and services.
- WebEOC is a web-based information management system providing real-time access to emergency information that can be simultaneously shared among emergency response teams, decision makers and supporting organizations during the planning, mitigation, response and recovery phases of any emergency. Web EOC is compliant with the Common Alerting Protocol (CAP) standard and can share messages with

Disaster management Information System (DMIS).

- EPAOSC.ORG website resource provides On-Scene Coordinators (OSCs) with the ability to self-author project specific websites and includes the capability to produce the electronic pollution report (POLREP) required by EPA's Office of Emergency Management (OEM) for field operations.
- Removal Cost Management System (RCMS) 2000 is a cost accounting and reporting system used on USEPA removal sites to track costs and usage of personnel, equipment, subcontractors, inventory items and purchases. The RCMS system generates the standard USEPA form 1900-55. The program features line item accounting functions, data integrity checks and reporting tools.
- Viper is a sensor data acquisition and display application that allows for the aggregation of sensor data in real-time. The application is designed to accommodate the high velocity, high volume attributes associated with sensor data so that all deployed sensors can be viewed in near real-time by project participants. There are several components to the system including meter apps which are pieces of software designed to convert sensor data to a standard format, survey controller which aggregates all data on a local machine and deployment manager which processes and displays all the sensor data on a secure website.

2. Objectives

- Develop and maintain applications which support ERT's mission within EPA's Superfund program
- Maintain a Help Desk for user support and technical assistance
- Develop materials and provide training to support implementation of applications which support ERT's mission within EPA's Superfund program

3. Scope

CIO-SP2i Task Area 3. IT Operations and Maintenance
CIO-SP2i Task Area 9. Software Development

4. Tasks

Task 1 - Application Support

Subtask 1.1 Application Development and Maintenance

To support the mission of the ERT, the contractor shall maintain the ability to develop and maintain applications in the areas of environmental data management, crisis management, Removal program support, cost tracking, and field operations support. Development of application in these areas will be in response to the needs of the ERT and will change with the orientation of the ERT mission.

The Contractor shall be responsible for any design and development efforts as specified in writing by the project officer (PO). These design and development efforts may be for existing applications where the focus of design and development will be for correcting defects, for

making enhancements and maintaining compatibility with Agency desktop configuration requirements. All applications should be developed and maintained so that they stay on the cusp of emerging technologies. This will maintain the applications flexibility so that they can be integrated with any identified tools also in use by the Superfund program. For these existing applications, development shall continue in the original technology, such as Visual Basic, ASP, .NET, Microsoft Access and Microsoft SQL Server. Existing applications requiring further design and development include but are not limited to:

- Scribe
- Scribe.NET
- WebEOC
- EPAOSC
- RCMS
- Viper

The contractor will maintain a workplan, including all major milestones, for all application development efforts.

Subtask 1.2 Infrastructure Support and Program Management

The contractor will manage, operate, and maintain the information technology hardware and software environments required for optimal performance of the software tools developed by ERT in a manner that is consistent with EPA information system requirements. This includes local development environments, EPA provided hosting infrastructure used to manage ERT applications and hosting environments ERT provides to the Regional response programs to work with data generated by ERT applications for us in web mapping. The contractor will also maintain and update all required agency security documentation for any applicable ERT system.

Task 2 – User Support

Subtask 2.1 Help Desk

The contractor shall provide customer support for all applications supported by ERT. At this time the applications requiring support through the Help Desk are Scribe, Scribe.NET, WebEOC, RCMS and EPAOSC but will change over time as the mission support requirements of ERT change. The user community for these applications is predominantly of members of the Environmental Response Team, On-Scene Coordinators, Remedial Project Managers and their associated contractors. The contractor shall provide support for the distributed network of users, such as additional EPA Regional Offices, laboratories, other EPA Special Teams, other Federal agencies and States. The contractor will log all information into a help system for use as a reference for future support calls. The contractor will work with the PO to maintain RCMS rate disks for use by the Regional Removal programs so that they can accurately track costs with RCMS.

Subtask 2.2 Training

The contractor shall create and maintain user support documentation (such as user guides, best practices documents) and incorporate any

modifications to system functionality in any existing documentation. The contractor shall provide support in the creation and presentation of training materials for the applications. The contractor will keep a log of all requests for training for the user community.

Subtask 2.3 Field Operations Support

The contractor needs to maintain the ability to support applications in the field at large Superfund sites or Incidents of National Significance. This will include creation of data management plans, documenting data translation mappings, and creation of site specific field guides for managing data.

5. Expertise

IT Skills. Contractor skills shall include personal computer experience in asynchronous telecommunications, remote access to database services, internet familiarity, and other telecommunications based information resources. In addition, the contractor shall demonstrate ability with PC hardware and fourth generation development languages, with a strong focus in Microsoft SQL, .NET, ASP, and Visual Basic. Knowledge of object-oriented programming (OPP) is required.

Functional Skills. Knowledge in the use and development of automation tools for use in field operations is required. Contractor staff shall also have the ability to support USEPA users employing applications in the office as well as in the field.

6. Location

The work will be performed at the EPA Superfund Offices, Environmental Response Team in Edison, NJ. The EPA will provide sufficient office space for the contractor's use. The contractor must be located at the EPA facility so that they can administer some of the applications housed at EPA's National Computing Center using the Remote Admin tool. There is also close communication and frequent meetings regarding specific user support issues, as well as application development planning.

7. Long Distance Travel

Long distance travel shall be required to enable the development, testing and implementation of scientific applications. Travel will be required to provide user support and training in all ten EPA Regions. Travel to the EPA regions shall average up to two trips per month. All travel costs shall be in accordance with FAR 31.205-46 Travel Costs.

8. Deliverables/Delivery Schedule

SOW/TASK	DELIVERABLE TITLE	#CALENDAR DAYS AFTER TO AWARD
<u>ALL</u>	Task Order Management Plan	Draft - 15, Final - 30
1	Application Development Milestone Update	Quarterly

<u>ALL</u>	Status Report	Monthly, by the 10 th calendar day
2	Help Desk and Training Activity Report	Monthly, by the 10 th calendar day